

VOLUNTARY SERVICE NEWSLETTER

for the volunteers of VA Healthcare Network Upstate New York

May/June/July 2009 • Volume 9, Issue 2

PROJECT LIFESAVER Electronic Technology to Locate Missing Persons

Do you or a loved one have dementia, Alzheimer's disease, or a traumatic brain injury? If so, you/your loved one may be a good candidate for Project Lifesaver.

Project Lifesaver is an innovative program that uses tracking technology to enhance a facility's ability to quickly locate and return wandering patients. The tracking program consists of a bracelet worn by a Veteran who has been determined to have a high risk of wandering due to a dementia related disorder.

The wristwatch-like bracelet emits a beep on its own unique FM frequency that can be tracked within a one-mile radius by an officer with a receiver and up to 10 miles from a helicopter. The FM based frequency used by Project Lifesaver is superior to GPS. When caregivers notify VA Police that the person is missing, a search team responds to the wanderer's area and starts searching with the mobile locator tracking system.

Albany's VA Police are the first in VISN 2 to participate in the program. The Albany Project Lifesaver Program has been in place for two years. With 12 patients in the program and two successful



Lieutenant Al Articolo demonstrates the equipment.

searches, they are well equipped to assist other VA Police departments get their programs up and running. Albany Police **Lieutenant Al Articolo** is the Project Lifesaver Coordinator and a trainer/instructor for the program. He has begun training VA Police in Batavia, Bath, Buffalo and Canandaigua so they can begin implementing their own Project Lifesaver programs. Albany Voluntary Service even received donations from area service organizations to help support this initiative. Other sites will begin implementing similar programs

when their Project Lifesaver programs are launched.

Project Lifesaver was established in April 1999 as an initiative of the 43rd Search and Rescue Company of the Chesapeake Sheriff's



Project Lifesaver equipment.



Police "tackle box" of supplies.

Office. Project Lifesaver's mission is to use state of the art technology in assisting those who care for victims of Alzheimer's and other related mental dysfunction disorders and people who are at risk to become lost.

Contact your local VA Police to see when Project Lifesaver will be available at your facility or for more information about Project Lifesaver go to:

www.projectlifesaver.org

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**Web Site**

www.visn2.va.gov/vet/volunteer.asp



The VAVS newsletter has been created for all volunteers and potential volunteers of VA Healthcare Network Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Produced by Network 2 Communications Department. Printed by veterans in the Pre-Vocational Apprenticeship Program, Bath VAMC.

**We Want to Hear from You!**

If you have any comments, questions, story ideas, etc. contact:

Network 2 Communications
Rochester VA Outpatient Clinic
465 Westfall Road, Rochester, NY 14620
(585) 463-2663
Heather.Schrader@va.gov

Message from the Network Director

Before I tell you about some new initiatives we have rolling out this summer, I want to first take the opportunity to thank all our volunteers for their activities and donations that supported another very successful National Salute to Hospitalized Veterans Week. I also hope that those of you who are volunteering at Medical Centers that hosted a Volunteer Recognition event this spring attended so that we could personally honor you for your efforts.



Project Lifesaver is one of our new initiatives that uses state of the art technology to help our Medical Center staff locate patients who may have wandered or gotten lost because they suffer from dementia, Alzheimer's or a traumatic brain injury. Project Lifesaver has already successfully rolled out at the Albany VA Medical Center and our other Medical Centers will begin to do so this summer.

We are very excited about the new Caregiver Support Network Program that volunteers and volunteer staff at the Syracuse VA Medical Center have initiated. Volunteers provide respite for a Veteran's caregiver please read more on page 9.

My HealtheVet, on page 3 has enhanced its Web-based health information portal to include Wellness Reminders. We have a promotional campaign going on right now to encourage Veterans, currently enrolled in My HealtheVet to complete an In-Person Authentication (IPA) in order to use the new enhanced health care tools now available to them through the program.

I encourage you to read about our new initiatives and assist us in letting Veterans know about them through your organization's meetings and newsletters.

Again thank you for all you do.

Sincerely,

Stephen L. Lemons, Ed.D, FACHE
Network Director





My HealtheVet Releases Additional Features



My HealtheVet (MHV) is a Web site designed for Veterans and their families with the goal of optimizing Veterans' health care. MHV is for all Veterans and offers additional services to those receiving care at VA medical centers. MHV is a powerful tool to help patients understand and manage their health. Knowledgeable patients are better able to make informed health care choices, stay healthy, and seek services when they need them. If you can access the Internet, you can use MHV.

MHV is available to Veterans, their families, Veteran advocates, and volunteers. Non-Veterans are welcome to use many of the features of MHV, although they will not have access to all functions that VA patients have.

MHV provides access to:

- Online VA prescription refills
- Links to Federal and VA benefits and resources
- Personal health journals and health e-logs
- Local VA events & activities
- A place to track vitals, activity, exercise and military health history information
- Food journals
- Health information in the "Healthy Living Centers"
- VA news & feature stories
- Information about diseases and conditions

In the future, MHV registrants will be able to view appointments, co-pay balances, and copies of key portions of their VA medical records online, and much more as additional functionality is released.

"Wellness Reminders," are the newest MHV feature to be released. The reminders let VA patients know when it is time for a test or examination so they can become more informed partners in their health care.

"Wellness Reminders" can be found in the "Get Care" section of a MHV account. Some "Wellness Reminders" are for everyone, and some are specific to certain types of patients. There are "Wellness Reminders" for:

- Colorectal cancer screen
- Influenza
- Pneumococcal
- Hypertension
- LDL control
- Lipid measure
- Body Mass Index
- For people with diabetes:
 - ♦ Diabetes hemoglobin A1c
 - ♦ Diabetes retinal exam
- For women:
 - ♦ Cervical cancer screen
 - ♦ Mammogram screen

Veteran patients can view the due date, last completed date, and name and location of the facility sending the reminder. It also includes a description of the "Wellness Reminder" and links to other Web sites (such as the Centers for Disease Control and Prevention) for additional information.

My HealtheVet was launched on Veterans Day, November 11, 2003. Since then, registration has rapidly increased, reaching over 700,000 users logging more than 26 million visits. Following the release of online prescription refills in August, 2005, Veterans have electronically submitted nearly 9.1 million refill requests.

As more online access to private information becomes available, VA is committed to ensuring the security and privacy of this information. That is why Veterans who receive care at VA facilities and would like access to enhanced options through MHV must complete "In Person Authentication" (IPA). Completing the IPA process is the first step in providing online access to copies of key portions of VA medical records.

Veterans, active duty service members and others are urged to join hundreds of thousands of enrollees already taking charge of their day to day health care by logging on to www.myhealth.va.gov.





Spotlight on *Albany*

Volunteer Recognition

The Volunteer Recognition Ceremony and Banquet was held on April 26 at the Holiday Inn Turf in Colonie. Top awards were issued to:

Charles Drew
15,000 hours

Rod Smallwood
10,000 hours

David Baldes
39 years = 4,804 hours

"E J" Knapik
39 years = 2,268 hours

Alfred Therrien
37 years = 11,928 hours

Morton Miller
35 years = 2,034 hours

James Wilson
35 years = 2,201 hours

Special Contribution Awards were presented to **Rosemary Harrison** and **Walter Zincio**. Rosemary was honored for her volunteer assistance with chaplain service's adult day health care bible study devotion services on the 10th floor, as well as for her music therapy sing-a-longs for the last 12 years. Walter (Wally) Zincio received his award for his years of service as volunteer driver/maintenance service for the patient parking lot courtesy shuttle.

We are grateful to all our volunteers for their service to our Medical Center and the Saratoga VA National Cemetery. In the words of our Director, **Mary-Ellen Piché**, at the awards ceremony, "Your dedication to Veterans is worthy of our deepest admiration and highest regard. We thank you for your devotion and kindness."



David and Wende Hoag receiving a Special Contribution Award at last year's ceremony.

Companionship Program

This program brings volunteers to Veterans residing in the Community Living Center on the 9th floor of the Albany VA Medical Center. Volunteers interact with a Veteran on a one-on-one basis, allowing mutually supportive friendships to develop and grow. We are seeking volunteer applicants that:

- Care about Veterans
- Like people and can convey honesty, genuineness and respect
- Listen carefully and maintain a non-judgmental attitude
- Feel that developing a personal relationship with a Veteran has special appeal
- Are self-motivating, eager to explore ways to help enrich the life of a Veteran
- Can commit to a minimum of two visits every month

Contact **Stephanie Bonenfant** at (518) 626-5508 or **Carol Bullard** at (518) 463-8256 for more information about this program.



2008 Memorial Day parade participants.

Spotlight on Albany continued on page 5





Spotlight on *Albany*

(continued)

Volunteer Opportunities

- ☛ Reminder calls for appointments
- ☛ Adult Day Health Care Program: assist staff with programs and socialization
- ☛ Clerical/Filing (2 openings): Employee Health and Eye Clinic
- ☛ Patient Escort (weekday afternoons)
- ☛ Shuttle Drivers (weekdays and on-call)
- ☛ Companionship Program: Become a one-on-one companion to a resident on the 9th floor Community Living Center
- ☛ Volunteer Transportation Drivers (Mondays): transport Veterans (in DAV vans) to and from VA

CALENDAR CORNER

Monday, May 25 - 9:30 a.m.

Memorial Day Parade

Contact Karen* to sign up to walk with the Medical Center

Memorial Day Ceremony - 2:00 p.m.

Saratoga VA National Cemetery grounds

June 1-5

National Golden Age Games

Birmingham, AL

Friday, June 12 - 10:00 a.m.

Cancer Survivors Day Ceremony
Auditorium

Albany Wish List

- ☐ Sweatpants (sizes L and XL)
- ☐ Individually wrapped snack bars, crackers, cookies
- ☐ Canteen books (for haircuts and lunch) for indigent Veterans
- ☐ *Funds for:
 - Replacement vans for the Transportation Program
 - Project Lifesaver (to track and locate missing dementia patients)
 - GPF 1304 Social Work Emergency Fund
 - GPF 1337 Recreation Therapy Equipment
 - GPF 1335 OEF/OIF Welcome Home Events

*Contact Karen Covey (518) 626-5506 for more information.

REMINDER

There is still time to provide your comments/feedback about this newsletter. If you have not completed your VA Voluntary Services Newsletter Readership Survey, please see your VA Voluntary Service Office staff for a copy.

Spotlight on *Bath*

Wish List

- ☐ Funding for:
 - Psychosocial Rehab Recovery Center
 - Mental Health Intensive Case Management
 - Television, DVD player and stereo system
 - "Elvis" concert
 - Admission to local museums
 - Boat rentals and fishing trips
- ☐ Softball equipment (balls, bats, gloves, hats, shirts)
- ☐ Garden supplies (seeds, potting soil, bulbs, gloves, etc.)
- ☐ Gift cards to area restaurants (Olive Garden, Applebee's, Red Lobster, Chat-A-Whyle, Stephanie's, etc.)
- ☐ Fishing reels (open & closed face)
- ☐ Large print bingo cards

Please contact Voluntary Service at (607) 664-4772 before you donate to verify that the need is still current.





Spotlight on *Bath*

(continued)

Memorial Day Festivities

Memorial Day will be a busy day at the Bath VAMC. The annual Memorial Day parade will begin with a flyover coordinated by volunteer **Dick Walters**. After the parade, there will be a brief ceremony commemorating Memorial Day and the Bath VA's 130th anniversary. The afternoon will include music in the gazebo by the Sam Pallett Band. The historical museum will hold a grand re-opening in its new location and there will be a variety of military displays set up around the grounds for all to enjoy. The community is invited to bring their lawn chairs and spend the day with us. Concessions will be available throughout the day.

Volunteer Opportunities

- 👤 Clerical: Several hours a week
 - 👤 Wander Garden: Cleaning, weeding, planting
 - 👤 *Community Living Center Clothing Room: Organization, delivery and possibly assistance with laundry
 - 👤 One-on-one visits with the *Community Living Center residents: Outside, accompanying them to the dining room, etc.
 - 👤 Caregiver Respite Program: Provide the Veteran's caregiver a break in the Veteran's home
- *Community Living Center - formerly known as Nursing Home

National Salute to Hospitalized Veterans Week

National Salute to Hospitalized Veterans Week was a great success again this year. Corning Mayor, **Tom Reed** brought more than 1,500 Valentines from the Corning Painted Post School District to distribute to our Veterans. The students from the Campbell- Savona Schools gave **Mary Harkin**, Voluntary Service Assistant over 300 Valentines to bring back to the facility and the Corning VFW Auxiliary brought in a box filled with Valentines for our patients as well. In all, 4,000 Valentines were distributed to our Veterans.

Nationally known impersonator, **Chris MacDonald** performed "Memories of Elvis" for Veterans, volunteers and staff. During the concert, "Elvis" performed some of his classic songs while he distributed scarves, leis, teddy bears and kisses to the ladies. The American Red Cross sponsored refreshments after the concert so the Veterans could socialize and get autographs and pictures with Elvis.

*Veterans enjoying the Elvis show.*

The students from the Coopers Plains BOCES Culinary Arts Program made over 350 red, white and blue cupcakes for the Veterans during National Salute

*Some of the Valentines we received.*

Week and the Bath VA Medical Center (VAMC) Planetree committee held a pancake party. The Community Living Center residents enjoyed the fresh made pancakes and a wide variety of toppings.

We Still Need You

We would like to take this opportunity to encourage all volunteers to stay active in your volunteer positions. If it has been a while since you have volunteered, please stop in or call us. We would love to have you be an active part of our programs. Please remember, volunteers need to register with employee health and have a TB test on record. Your cooperation in this matter is appreciated.

We wish you all a safe and happy summer season! If you have any questions, comments or concerns, please feel free to contact us.





Spotlight on *Canandaigua*

Volunteers have played a major role in providing help and support to the patients and staff of the Canandaigua VA Medical Center. Events such as the missing man ceremony, holiday gift wrap and distribution and National Salute to Hospitalized Veterans Week would not have been possible without the extraordinary support and generosity of volunteers. Thank you to all!



(Right) Valentino Gatto, Sam's Club presents \$300 worth of phone cards to Patti Ciancaglini, Voluntary Services (2nd from left). Also pictured are Jim McDermott (left) and Jerry McDermott from Chapter 20 of the Vietnam Veterans of America.



Students from the Canandaigua School District present Valentines to Veteran Fred Schrock during National Salute to Hospitalized Veterans Week.

Wish List

- ☐ Comfort care items
 - Deodorant, shampoo, shaving cream, body lotion
- ☐ Creamer, sugar, sugar substitute
- ☐ Bowling/movie tickets
- ☐ Baking items:
 - Vanilla, sugar, flour, cookie and bread mixes for machines
- ☐ Peanut butter
- ☐ English muffins
- ☐ Gift cards from Walmart/Wegmans/Tops (specify ward)
- ☐ Prepaid phone cards
- ☐ Tickets to sporting events, zoo and outings
- ☐ Paper products, plates, napkins
- ☐ New socks
- ☐ New underwear
- ☐ Forever postage stamps
- ☐ Monetary donations



Magician Bill Rahn performs magic for the residents of the Canandaigua VA Medical Center during National Salute to Hospitalized Veterans Week.

Canandaigua VAVS Can Now Take Credit Cards

For your convenience, Canandaigua VA Voluntary Service can now process credit card donations. A copy of all our specialized funds is available at our office but we currently have priority needs in the following accounts: #1612 National Events Fund (for Golden Age Games) and #1633 (for the Rochester Vet Center). Stop by our office to see how it works or clip and mail the form below.

Name as it appears on card: _____

Billing address: _____

Credit Card number: _____ Expiration: _____

Amount: \$_____ For (account # or name of program) _____

Signature: _____ Date: _____

Your signature authorizes the above transaction and indicates you will honor your cardholder agreement. Please note that your billing address for the credit card must be correct or our system will not be able to process the transaction. Mail to VA Voluntary Service/135, 400 Fort Hill Ave., Canandaigua, NY 14424. Please use a privacy envelope.

Spotlight on Cndga. continued on page 8





Spotlight on *Canadga.*

(continued)

Volunteer Opportunities

Positions are for the Canandaigua VA Medical Center unless otherwise noted.

- 👤 Companion: one-on-one time with a disabled Veteran 1-2 days/week, 1-2 hours/visit. Fluent in Italian would be helpful.
- 👤 Reminder phone calls:
 - Physical Therapy: 2-3 hours/2 days per week
 - Rochester VA Outpatient Clinic (on call/various days): 3 hours between 9:00 a.m. - 3:00 p.m.
- 👤 Meal-time assistant: Assist patients, all days around meal times

- 👤 Wheelchair escorts: Sundays 8:45 a.m. – 11:30 a.m. (Protestant Chaplain services)
- 👤 Drivers (DAV Transportation Network) for Canandaigua and Rochester VA Outpatient Clinic: weekdays, 8:00 a.m. – 2:00 p.m. and some on-call
- 👤 Laundry
- 👤 Grounds crew
- 👤 Compassionate Companion (Hospice): As needed. Prefer hospice-trained volunteers, but all applicants considered
- 👤 Computer lab: Wednesdays and Fridays 10:00 a.m. – 1:00 p.m. and other times to be considered
- 👤 Patient education
(April – August): obtain feedback from patients in the outpatient waiting areas in the Choose to Change program. Great project for summer student community service.

Volunteer opportunities are filled regularly. Please be open to an alternative assignment. Call Fred at (585) 393-7762 for more information.

CALENDAR CORNER

May 11 - 10:00 a.m. – 3:00 p.m.
American Red Cross Blood Drive
Bldg. 5, Auditorium

May 14* - 9:30 a.m. - 2:00 p.m.
Pie & Plant Sale
Bldg. 5, Auditorium

May 17* - Noon
Lunch & Bingo
Bldg. 5, Auditorium

May 18 - 6:00 - 8:00 p.m.
Food Safety Training
Pavilion

May 19* - 1:30 p.m.
Veterans Remembrance Program
Bldg. 5, Auditorium

May 29* - 2:00 p.m.
Memorial Day Program
Bldg. 5, Auditorium

May 30 - 1:00 p.m.
Memorial Day Observance -
cakes on all wards

June 1 - 6:00 - 8:00 p.m.
Food Safety Training
Pavilion

June 9* - 7:00 p.m.
Patriotic Concert
Sponsored by the Victor Community Chorus and Band
Bldg. 5, Auditorium

June 12
Flag Day Distribution
Medical Center/ROPC

July 4* - 10:00 a.m.
Mary Therese Friel & The Goodwill
Ambassadors
Courtyard 1 Pavilion
Cakes on all wards - 1:00 p.m.

July 9 - 7:00 a.m. – 1:00 p.m.
American Red Cross Blood Drive
Bldg. 5, Auditorium

July 26* - Noon
Cookout & Ballgame
Courtyard 1 Pavilion

*Escorts are needed 45 minutes prior to the event to take patients to the auditorium and/or pavilion. Without your assistance, many of the patients may not be able to participate.





Spotlight on Syracuse



(Left to right) Volunteer John Keller, Recreation Therapist Suzanne Hawes, and Syracuse VA Medical Center Director, James Cody.

Creative Arts Competition

Volunteer **John Keller** won first place in the Creative Arts competition black and white photography category with his piece titled, "50th Anniversary." He will be going on to the national competition.

Helping Veterans in their Homes

We would like to welcome our first three respite care volunteers in our Caregiver Support Network Program.

The Syracuse VA Medical Center is one of the 12 pilot sites selected for the Caregiver Support Network Program. Voluntary Service has begun to train a small group of volunteers and will be the first pilot site to provide respite care in a Veteran's home through this program. These volunteers will provide a much needed break to the Veteran's caregiver. Currently, we only have a small group of volunteers - yet we have hundreds of Veterans who could use a volunteer.

By the year 2050, more than one out of every five people will be age 65 or older. This means that more than 20 percent of the United States population will be comprised of older adults. Those over the age of 85 remain the fastest growing segment. The likelihood that aging Veterans will

need to be cared for in their home is increasing significantly each year. The Caregiver Support Network Program is designed to help volunteers and community organizations provide compassionate support to those caregivers who give care to America's Veterans in their homes. Providing respite care is a rewarding way to volunteer close to your home for as little as one hour per week. If you are interested in becoming a volunteer for this program, call **Bill Bryant** at (315) 425-4317.



(Left to right) Dana Bigelow, Ruta Holmquist, and Lida Black.

Volunteers Opportunities

- Patient escorts:
 - Dedicated to units (5 East and 6 South) daytime and early evening hours
 - General - transport patients to appointments and around the medical center as needed.
- Office clerks (2 West, surgery office, pulmonary and respiratory service): assist with patient reminder calls, paperwork, and general patients

Wish List

- ☐ Wii and Wii Fit units
- ☐ Gift cards to local stores (Wegmans/Price Chopper, etc.)
- ☐ Gift cards to local restaurants (Varsity, Panda West, etc.)
- ☐ Ice cream
- ☐ Fresh fruit trays
- ☐ Vegetable trays
- ☐ Groups to sponsor barbecues, cookouts, social events
- ☐ Money for haircuts
- ☐ Canteen books
- ☐ Phone cards
- ☐ Plastic coffee mugs with lids
- ☐ Art Therapy supplies (paint, markers, paint brushes, sculpting clay)
- ☐ Silk flowers
- ☐ Body wash





Spotlight on Western NY



The Sons of the American Legion Post #880 Eden, NY made a donation of \$2,500. Pictured (left to right): Dale Hess, Curtis Hodge, Tim Gannon, Voluntary Service Specialist Shawn Gall, Ken Szal, and Bob Reed.



The Erie County Farm Bureau donated \$3,000 - the proceeds from their 4th Annual Food Check-Out Day in February. Pictured (left to right): Terry McCann, VA OEF/OIF Program; Sharon Panasiewicz, VA OEF/OIF Program; Hans Mobias, Farm Bureau Board Member; Fred Harrington, Farm Bureau President; Patrick Spoth, Farm Bureau Board Member; Faith Hoffman, VA Women's Wellness Clinic; John LaHood, VA Homeless Program.

CALENDAR CORNER

May 20 - 12:30 p.m.

Volunteer Awards Ceremony
Hearthstone Manor, Dick Road, Depew

May 22 - 9:00 a.m.

American Red Cross Blood Drive
Batavia - Building 4, Auditorium

May 25

Memorial Day Observance - 8:30 a.m.

Batavia — Building 3, Flag Pole

Coffee Social - 8:45 a.m.

Batavia - Building 4, Recreation Hall

Parade - 11:00 a.m.

Main Street, Batavia

May 27 - 1:30 p.m.

VAVS Committee Meeting

Batavia - Building 4, Auditorium

May 30

Memorial Day Observance - 2:00 p.m.
Buffalo - Freedom Hall

June 27

75th Anniversary Celebration
(Parade/Music/Refreshments) - 1:30 p.m.
Batavia Grounds

July 15

VAVS Committee Meeting - 1:30 p.m.
Buffalo - Freedom Hall

July 24

American Red Cross Blood Drive - 9:00 a.m.
Batavia - Building 4, Auditorium



VA Western New York Healthcare System (VAWNYHS) at Buffalo hosted a reception to acknowledge the receipt of two new vans for the Disabled American Veterans (DAV) Volunteer Transportation Network (VTN). With the help of several Veteran service organizations, community businesses, Veterans themselves, and matching funds from the Colorado Trust Bank, \$15,000 was raised to purchase the vans. Pictured (left to right) Dr. Patrick Welch, Erie County Veteran Service Officer; David West, Interim Medical Center Director; John Skyler, DAV Past Department Commander; Richard Kloc, DAV/VTN Hospital Service Coordinator; and Bryan Held, DAV National Service Officer.

Spotlight on WNY continued on page 11



Spotlight on
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(continued)



Bunkers in Baghdad (local Western New York non-profit organization) donated golf equipment and supplies to the VA Western New York Healthcare System (VAWNYHS) Recreation Therapy Department. This international program was established to ensure golf supplies were available to our soldiers in Iraq and Afghanistan as a diversion during their free time. This year, Bunkers in Baghdad will be partnering with several golf associations, as well as opening collection points throughout the country. Pictured above is golf pro, Chuck Antonuccio instructing Veteran participants as Joseph Hanna, President, Bunkers in Baghdad and Pam Kaznowski, Recreation Therapy Supervisor look on.



Veterans of Foreign Wars Post #6247 donated \$500 from their "bell jar" receipts. Pictured (left to right): Michael Davidovich, Past Commander; Bill Kelly, Commander; Mark Francis, Volunteer Program Manager; and John Stefko, Quartermaster.

Wish List

- ☐ Art Therapy supplies – Buffalo
- ☐ Birthday cards (to recognize patient birthdays) – Batavia and Buffalo
- ☐ Bus tokens (Niagara Frontier Transportation Authority) - Buffalo
- ☐ DVDs – Buffalo
- ☐ Phone cards – Batavia and Buffalo
- ☐ Stamps/stationary - Buffalo
- ☐ Treadmill(s) – Buffalo
- ☐ Comping coupons – Batavia and Buffalo
- ☐ Welcome kits - Buffalo
- ☐ Comfort items – Buffalo
- ☐ Newspapers - Buffalo
- ☐ Funding for
 - Patient activities – Batavia and Buffalo
 - Daily newspaper subscriptions – Batavia and Buffalo
 - Magazine subscriptions – Batavia and Buffalo
 - Travel for patients in need – Buffalo
 - Coffee cart program – Batavia and Buffalo
 - DAV Volunteer Transportation Program – Batavia and Buffalo – *Send donation directly to DAV Department of New York*

Note: Before purchasing any item, please contact Voluntary Service to make sure that the item has not already been purchased.

Network 2 Volunteer Staff

Albany

Karen Covey, Manager
(518) 626-5506

Stephanie Bonenfant, *Specialist*
(518) 626-5508

Bath

Sis Conrad-Randall, Manager
(607) 664-4772

Mary Harkin, Program Assistant
(607) 664-4771

Richard Conklin, *Clerk*

Canandaigua

Robin Johnson, Manager
(585) 393-7759

Dan Ryan, *Public Affairs*
(585) 393-7209

Patti Ciancaglini, Specialist
(585) 393-7761

Fred Lesinski, Intern
(585) 393-7762

Syracuse

Bob Hawes, Manager
(315) 425-4681

Sheri Valle, Program Assistant
(315) 425-4898

Western New York (Buffalo and Batavia)

Mark Francis, Manager
(716) 862-8667

Shawn Gall, Intern
(716) 862-8671

Kathleen Martin, Specialist
(585) 297-1196

Kelly Clark, Specialist
(716) 862-8672



VA Healthcare Network Upstate New York
Network 2 Communications
465 Westfall Road
Rochester, New York 14620

FIRST CLASS
U.S. POSTAGE
PAID
Permit No. 41
Bath, NY 14810

Official Business
Penalty for private use
\$300

Reaching Us Is Easy

VA Medical Centers:

Albany

113 Holland Avenue
Albany, NY 12208
(518) 626-5000

Batavia

222 Richmond Avenue
Batavia, NY 14020
(585) 297-1000

Bath

76 Veterans Avenue
Bath, NY 14810
(607) 664-4000

Buffalo

3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200

Canandaigua

400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000
1-(800) 204-9917

Syracuse

800 Irving Avenue
Syracuse, NY 13210
(315) 425-4400

Community-Based Outpatient Clinics:

Auburn

Auburn Memorial Hospital
17 Lansing St.
Auburn, NY 13021
(315) 255-7002

Bainbridge

109 North Main Street
Bainbridge, NY 13733
(607) 967-8590

Binghamton

425 Robinson Street
Binghamton, NY 13901
(607) 772-9100

Carthage

3 Bridge Street
Carthage, NY 13619
(315) 493-4180

Catskill

Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
(518) 943-7515

Clifton Park

1673 Route 9
Clifton Park, NY 12065
(518) 383-8506

Cortland

1129 Commons Avenue
Cortland, NY 13045
(607) 662-1517

Dunkirk

Valor Health Center
166 East 4th Street
Dunkirk, NY 14048
1-(800) 310-5001

Elizabethtown

P.O. Box 277, Park St.
Elizabethtown, NY 12932
(518) 873-3295

Elmira

Health Services Bldg.
200 Madison Ave.
Suite 2E
Elmira, NY 14901
(877) 845-3247

Fonda

Camp Mohawk Plaza
Rt. 30A
Fonda, NY 12068
(518) 853-1247

Glens Falls

84 Broad Street
Glens Falls, NY 12801
(518) 798-6066

Ithaca

10 Arrowwood Drive
Ithaca, NY 14850
(607) 274-4680

Jamestown

608 West 3rd Street
Jamestown, NY 14701
(716) 338-1511

Kingston

63 Hurley Avenue
Kingston, NY 12401
(845) 331-8322

Lackawanna

Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
(716) 822-5944

Lockport

5883 Snyder Drive
Lockport, NY 14094
(716) 438-3890

Malone

3372 St. Rt. 11, Main St.
Malone, NY 12953
(518) 483-1529

Massena

1 Hospital Drive
Massena, NY 13662
(315) 769-4253

Niagara Falls

2201 Pine Avenue
Niagara Falls, NY 14301
1-(800) 223-4810

Olean

465 North Union Street
Olean, NY 14760
(716) 373-7709

Oswego

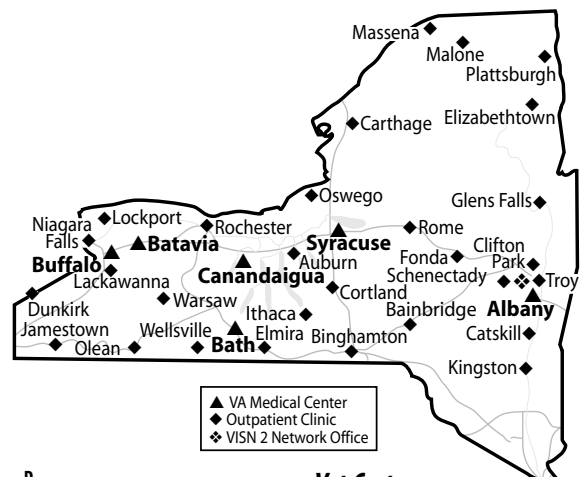
Seneca Hills Health
Services Center
County Route 45A
Oswego, NY 13126
(315) 343-0925

Plattsburgh

80 Sharron Avenue
Plattsburgh, NY 12901
(518) 561-6247

Rochester

465 Westfall Road
Rochester, NY 14620
(585) 463-2600



Rome

125 Brookley Road
Bldg. 510
Rome, NY 13441
(315) 334-7100

Schenectady

1322 Gerling St. Sheridan Plaza
Schenectady, NY 12308
(518) 346-3334

Troy

295 River Street
Troy, NY 12180
(518) 274-7707

Warsaw

Wyoming County
Community Hospital
400 N. Main Street
Warsaw, NY 14569
(585) 297-1050

Wellsville

3458 Riverside Drive, Route 19
Wellsville, NY 14895
1-(877) 845-3247

Vet Centers:

Albany Vet Center

17 Computer Drive West
Albany, NY 12205
(518) 626-5130

Binghamton Vet Center

53 Chenango Street
Binghamton, NY 13901
(866) 716-8213

Buffalo Vet Center

564 Franklin Street 2nd Floor
Buffalo, NY 14202
(716) 882-0525

Rochester Vet Center

1867 Mount Hope Avenue
Rochester, NY 14620
(585) 232-5040

Syracuse Vet Center

716 East Washington Street, Suite 101
Syracuse, NY 13210
(315) 478-7127

VA Health Care On The Web

www.vsn2.va.gov

For Reliable Health Information On The Web

www.myhealth.va.gov

Veterans Service Contact Center

1-888-823-9656

For information on eligibility, VA health care, benefits,
enrollment or questions on your billing statement